

BROADVOICE
Legal Department

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August 10, 2005

Marlene H. Dortch,
Office of the Secretary
Federal Communications Commission
445 12th Street, SW,
Washington, DC 20554.

Re: WC Docket No. 05-196 Subscriber Notification Report for BroadVoice, Inc.

Dear Ms. Dortch:

Please accept the following as the Subscriber Notification report of BroadVoice Inc. ("BV") in the above stated docket.

Information requested:

A detailed description of all actions the provider has taken to specifically advise every subscriber, prominently and in plain language, of the circumstances under which E911 service may not be available through the interconnected VoIP service and/or may be in some way limited by comparison to traditional E911 service. This information should include, but is not limited to, relevant dates and methods of contact with subscribers (*i.e.*, e-mail, U. S. mail).

Response:

BV is taking multiple actions to provide notice to subscribers.

- BV has sent e-mails to its existing active customers signed up before 6:10PM July 27th 2005, notifying them that E911 service is not supported in BV at this moment and it is working to provide the support soon. BV will continue to send similar emails periodically between now and August 30, 2005.
- BV will soon begin depositing voice message notices in the voice mailboxes of subscribers.
- Both the email and the voice messages request that the subscriber visit their subscriber account management page on the BV service website to acknowledge

their receipt of this notice. The email contains a web link that the user can click to go to their BV service account management page.

- BV will also, beginning on or before August 30, 2005, implement a voice intercept on outbound calls attempted by users that have not acknowledged the notice. This intercept will direct the call to an integrated voice response system that will verbally provide the subscriber with the required notice, and request an explicit confirmation of receipt of the notice using a (confirmed) DTMF keypress.
- For new signups after 6:10Pm July 27th 2005, during signup, BV requires that subscribers confirm that they acknowledge the current BV status on E911.

Information requested:

A quantification of how many of the provider's subscribers, on a percentage basis, have submitted an affirmative acknowledgement, as of the date of the report, and an estimation of the percentage of subscribers from whom they do not expect to receive an acknowledgement by August 29, 2005.

Response:

As of 6:25PM, Aug 8th, 2005, BV has received affirmative acknowledgement from 60.99% of its subscribers. BV expects approximately 15% of its subscribers will not acknowledge by August 29, 2005.

Information requested:

A detailed description of whether and how the provider has distributed to all subscribers warning stickers or other appropriate labels warning subscribers if E911 service may be limited or not available and instructing the subscriber to place them on and/or near the customer premises equipment used in connection with the interconnected VoIP service. This information should include, but is not limited to, relevant dates and methods of contact with subscribers (*i.e.*, e-mail, U. S. mail).

Response:

BV is arranging to print the stickers. BV will shortly send the stickers to subscribers by U.S. mail.

Information requested:

A quantification of how many subscribers, on a percentage basis, to whom the provider did not send the advisory described in the first bullet above and/or to whom the provider did not send warning stickers or other appropriate label as identified in the bullet immediately above.

Response:

BV has sent the advisory described in the first bullet above to all existing customers signed up before July 27th. BV is printing the sticker. The stickers will be sent to all subscribers within 10 days.

Information requested:

A detailed description of any and all actions the provider plans on taking towards any of its subscribers that do not affirmatively acknowledge having received and understood the advisory, including, but not limited to, disconnecting the subscriber's VoIP service with the Company no later than August 30, 2005.

Response:

In the days leading up to August 30th, BV will send increasingly strident e-mail its subscribers who have not acknowledged the advisory and warn them that if action has not been taken by August 30th, their ability to make and receive calls will be terminated.

If, as of August 30th, the customer still has not returned to the BV subscriber account management page to acknowledge receipt of the notice, BV suspend all inbound (VoIP-or-PSTN to VoIP) calls to the customer's number, and will intercept all outbound (VoIP to VoIP-or-PSTN) calls to the integrated voice response (IVR) unit to obtain affirmative acknowledgement of the advisory. While the subscriber's account remains in place, calling service is terminated and no calls may be made by the subscriber to their number or from their number other than to the IVR to acknowledge receipt of the advisory (after which service will be restored to normal operation for this subscriber.)

If, as of September 30, 2005, the subscriber has not confirmed receipt of the advisory, BV will terminate service for U.S. subscribers who do not acknowledge.

Information requested:

A detailed description of how the provider is currently maintaining any acknowledgements received from its subscribers.

Response:

BV has kept following information from each account, 1) Portal visit time, 2) Advisory acknowledge time, 3) Subscriber IP address 4) Subscriber's action(feedback).

Information requested:

The name, title, address, phone number, and e-mail address of the person(s) responsible for the Company's compliance efforts with the *VoIP E911 Order*.

Response:

Les Berry, Vice President
BroadVoice, Inc.
900 Chelmsford Street
Lowell, MA 01851
tel. 978-323-7310
e-mail lberry@broadvoice.com or 911@broadvoice.com

Thank you for your attention this matter.

Sincerely,

William J. Rooney, Jr.

cc: Maoxu Yang
Frank Gangi
Les Berry